



Field Service Technician May 26, 2023

Company Overview: Founded in 1953, Doran Manufacturing (Blue Ash, Ohio) is a privately held, management-owned business that provides safety and maintenance monitoring technology, products and service for commercial vehicles to customers in 46 countries around the world.

Who We Are:

- *Mission: Our team creates trusted commercial vehicle solutions through service, innovation and continuous improvement*
- *Vision: To be a global leader in safety and maintenance monitoring technology*
- *Culture: Through a proper life/work balance, we empower individuals to actively contribute and grow by investing in their careers while serving our customers and our community*

We are growing and our company recently moved to a new facility in Blue Ash, Ohio. We are looking to add the next great person to our team as a full-time **Field Service Technician**. This person will be an integral member of our team and help us to continue to provide unparalleled service and support to our customers. We are looking for a trustworthy and detail-oriented individual with excellent communication, organization and process management skills who will flourish in an energetic team environment with a growing and thriving company.

Position Summary

- The person will be responsible for traveling to our customers' maintenance shops, production facilities and job sites to complete trial installations, providing training sessions to technicians and handling elevated technical support questions for Doran's tire monitoring systems technology and safety products for truck fleets, off-the-road equipment and school bus fleets
- We are seeking a trusted team member who will also conduct new product testing/verifications and product programming and testing when not traveling
- In addition, the person will also provide assistance with manufacturing, assembly, shipping and other tasks required to exceed our customers' expectations, as needed

Preferred Qualifications

- Have the ability to troubleshoot, diagnose and correct issues that may develop during installation process and provide post-installation support over the phone
- Follow established installation templates, manuals and guidelines to properly install Doran's products for trial installations and training sessions
- Customer focused and positive attitude with the ability to establish and develop rapport with a variety of personalities with good communication skills along the ability and desire to work in a team environment without direct supervision
- Competency of working with Microsoft Office software (Word, PowerPoint, Excel), e-mail and CRM systems
- Learn how to travel efficiently and effectively with expected travel to be more than 50% of the time on the job
- There will need to be flexibility when an extended shift and/or overtime is needed to meet customers' requirements

Key Objectives/Top Performance Results Expected:

- Must fit into the culture and values of Doran by possessing a teamwork mindset with a continuous improvement focus and a drive to succeed
- Complete assigned installations and training sessions which exceed our customers' expectations in a timely manner
- Must be able to think and perform job tasks independently and work effectively as a member of a cohesive team
- Must be able to take instructions, follow directions and must focus on quality
- Productivity and quality must meet or exceed standards and expectations
- Gain experience and develop strong knowledge of Doran's products
- Record and communicate installation deliverables to sales team in a timely manner
- All tools and equipment must be maintained and ready to perform
- The individual expected to show a high level of respect for customers, fellow team members and/or the company at all times
- Productivity and quality must meet or exceed Doran's ISO standards
- Maintain an organized, clean, and safe working environment

Skills Required:

- High level of mechanical aptitude
- Familiarity of working on trucks or other heavy equipment is preferred
- First-hand knowledge of working with telematics devices and/or electronics is a plus
- Real world experience working in a vehicle shop environment is a plus
- Quality conscious and detailed oriented
- Possess simple mathematical skills and have the ability to read
- Ability to understand simple wiring diagrams
- Working knowledge with Microsoft Office and basic computer skills

Education Required:

- High School Graduate or G.E.D.
- Automotive Service Excellence (ASE) Certification is a plus
- Mining Safety Health Administration (MSHA) Certification is a plus

Physical Requirements:

- Good dexterity
- Good eyesight, corrective lenses are acceptable
- The ability to stand and work for extended periods of time and to lift up to 50 pounds

Additional Details

- Full-time position (40 hours/week) – in person at company headquarters in Blue Ash, Ohio when not traveling
- Office hours are Monday through Friday, 8am – 5pm or 7:30am – 4:30pm (Eastern) with optional flex time, some occasional overtime and occasional weekend work
- Competitive compensation and benefits (paid-time-off, including designated holidays, medical, dental and life insurance, 401k with company match)
- Full reimbursement of travel expenses is provided with documentation
- Candidates must be at least 21 years of age
- Candidates must have an acceptable driving record
- Candidates must pass a pre-employment physical with 10-panel drug screen and submit to a background check

To apply, please send your resume to careers@doranmfg.com

To learn more about Doran Manufacturing, please visit www.doranmfg.com